



***"When your suitcase  
is in my hands,  
American's reputation  
is on my shoulders."***

*Thomas Joyce, Fleet Service Clerk*

## **We're American Airlines Doing what we do best**

Some of the most important American Airlines employees are those you never see: people who deliver your bags to the claim area.

When your flight lands, a team will meet it. They'll work under a strict time limit, which depends on the airport and the type of aircraft.

And we'll even have a back-up team standing by to handle planes that arrive off-schedule.

Years ago, when we developed curbside baggage check-in, it was a great way to *take* your luggage.

And now we've got a great way to *return* it.

We know how important fast baggage delivery is to you, and we have more than 2500 people who are determined to make it happen.

It takes the best people to make the best airline. Thomas Joyce is one of them, and we thought you'd like to meet him.